




# Austin Public Health



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## MEMORANDUM

**TO:** Mayor and Council  
**FROM:** Stephanie Hayden, LMSW, Director   
**DATE:** April 13, 2018  
**SUBJECT:** Resolution No. 20170831-059, Alternatives to Panhandling

On August 31, 2017 Council passed Resolution No. 20170831-059 directing the City Manager to develop recommendations for engaging the community in alternatives to activities such as “panhandling” with more effective and positive interactions with people experiencing homelessness. Per the resolution, recommendations should include creating and operating an electronic platform with capabilities that:

- target informational advertising to social media outlets;
- offer education, information and electronic resources;
- identify and create direct links to resources; and,
- enable opportunities for volunteering, donating, and/or joining service and advocacy groups.

Austin Public Health (APH) deployed a variety of strategies to address the components of this resolution.

### Stakeholder Engagement

In November 2017, at the semi-annual Ending Community Homelessness Coalition (ECHO) stakeholder meeting, APH staff coordinated one of the breakout sessions with community partners and residents to gather input and ideas about alternatives to panhandling. Organizations represented in the participant group included Integral Care, Caritas, Austin Police Department, Front Steps, ECHO, Salvation Army, and multiple individuals. In December 2017, and January and February 2018, APH convened a Temporary Work Opportunities/Alternatives to the Panhandling Work Group to address two resolutions pertaining to similar topics. Invitees and participants represented 13 City departments and 9 external organizations to discuss options and ideas for educating and engaging the public in alternative activities to panhandling. APH sent a survey to members of the work group to solicit feedback on various strategies for effectively engaging in solutions to homelessness other than donating to panhandlers.

The Bloomberg iTeam shared their insights from 120 interviews with people experiencing homelessness and service providers. They also shared information with the Homelessness Advisory Council of Austin, regarding employment and panhandling. Individuals who hold up a sign asking for money or donations refer to this activity as “flying a sign.” People gain many things from this activity beyond receiving



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donated cash or food, so alternatives will only be successful if various motivations and needs are addressed. A summary of our learnings is attached (see Attachment A).

## **Campaigns, Technology, Donations**

APH conducted research and reached out to several communities across the country to assess current efforts, obtain estimated costs, and determined lessons learned. This research yielded the following options:

### Public Relations Campaign

“Keep the Change” in Milwaukee, Wisconsin

### Text to Give

“Make Your Change Count” in Philadelphia, Pennsylvania

“Help-OKC-Homeless” in Oklahoma City, Oklahoma

“Change It” in Salem, Massachusetts

### Mobile Applications (Apps)

[www.purposity.com](http://www.purposity.com) in multiple cities in Colorado, Georgia, and Tennessee

[www.withgivesafe.org](http://www.withgivesafe.org) (known as Samaritan) in Seattle, Washington

[www.wecount.org](http://www.wecount.org) in Seattle, Washington

### Parking Meters / Donation Kiosks

Painted parking meters that accept cash/card donations for specific purpose

- Pasadena, California
- Orlando, Florida
- Denver, Colorado (significant donations collected when installed near security lines in airport)
- Athens, Georgia
- San Diego, California
- Los Angeles, California
- Milwaukee, Wisconsin

Options range in cost from about \$2,000 annually to over \$200,000 annually, with varying results to date (see Attachment B). Most options designed to generate cash donations and/or divert cash donations from panhandlers to service provision have not been successful. The most promising option for significant donations involved the City of Denver’s partnership with the Denver International Airport. Donation “parking meters” were placed near security lines providing travelers an opportunity to donate coins and bills into the meters. Donations and business sponsorships generated over \$80,000 in a year. As part of this program they created a “Give a Better Way” campaign. During their process, the City of Denver learned that people wanted to know how their donation was being spent, and for it to be spent as directly as possible on the homeless community.

## **Promising Options**

Opportunities for promoting community awareness, education, and engagement is important and necessary. This can be accomplished in a variety of ways, depending on budget and commitment from partners and stakeholders. Social media is a powerful tool and should be strongly considered as a part of any efforts moving forward.



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Staff from the Mayor's Office have been working with a consultant to develop and provide recommendations on a website to engage, educate and empower the community to get involved in solutions to homelessness in our community: [www.allofusaustin.org](http://www.allofusaustin.org). The estimated cost for operating and maintaining a website with current news and initiatives, channels for the public to volunteer and engage, and potential donation alternatives ranges from \$75,000 - \$150,000 annually, including staff and software.

Electronic interactive kiosks that provide information, wayfinding and donation opportunities have been used in hospitals, airports, churches and other campuses. Community partners are interested in this idea and it merits additional research and consideration.

Currently, the iTeam is developing and testing a Public Guide titled "How Can I Help?" It provides tips and information on ways to address the needs of someone experiencing homelessness. Suggestions vary from interpersonal exchanges and material assistance to education, advocacy, and emergency response and safety measures. This content could be prototyped and used through several types of media (print materials, public relations campaigns, and electronic platforms).

APH is partnering with a graduate level research class in the Department of Sociology at The University of Texas at Austin. The class is focused on homelessness and the professor and students have become very interested and involved in the services, attending the ARCH public forums, volunteering at downtown shelters and working with other service providers. APH is providing a letter of support to partner with the Department of Sociology for a research grant involving civic engagement and community participation around homelessness.

As the City works to coordinate efforts on homelessness, identify needs and gaps, and engage all parts of the community in creative solutions, this work on innovative options will continue and expand.

If you have any questions, please contact me at 512-972-5010.

cc: Spencer Cronk, City Manager  
Sara Hensley, Interim Assistant City Manager  
Assistant City Managers  
Adrienne Sturup, Acting Assistant Director

Attachments

## **Employment & Panhandling**

*Insights from 120 interviews with people experiencing homelessness and service providers and tested with the Homelessness Advisory Council of Austin*

### **Connecting People to the Right Opportunities**

**Education:** People's levels of education range from college graduates to dropping out of school at young age. How might we match people with jobs are appropriate for different levels and further educational aspirations?

**Skills:** People have a variety of skills and past work experiences. How might we match people with jobs that leverage a diversity of skills and talents?

**Health:** Pre-existing physical and mental health conditions can make it challenging to work. How might we match people with jobs that are appropriate for their health?

**Leveraging People's Networks:** People are finding jobs through their personal networks, including Facebook. How might we leverage people's networks to find opportunities that would otherwise be missed?

**Criminal Background and Substance Use Barriers:** Some people experiencing homelessness have substance use disorders or criminal history. How might we create job opportunities that do not exclude people with these barriers? How might we pair employment opportunities with substance treatment programs to help people tackle two related problems at once?

**Mindset and Mental Barriers:** Many people have blocks they must face when looking for or going to work and the jobs that people have must not trigger past traumas. How might we help people to stay motivated and have confidence during the job hunt when it feels like all the cards are stacked against them?

### **Unintended Consequences**

**Income Catch-22: Not Enough, But Too Much.** The low wage of most day labor jobs do not pay enough to make a difference in someone's condition of homelessness, yet gaining some level of income that could disqualify you for some key services. This is especially critical with day labor jobs do not provide medical or other benefits, so people are dependent on service programs to meet daily needs. How might we ensure that additional income from a job does not jeopardize other services or benefits?

**Money Management:** When you're living on the streets, you can get preyed on or use that income to feed other problems like substance use issues. How might we ensure that additional income becomes an asset?

### **Ideal Job Qualities**

**Creative:** People have a lot of creative talent that the typical day labor market doesn't account for or know how to incorporate. Artistic creations can also be a form of therapy and self-care. How might we empower people to use their creative talents to earn an income and participate in Austin's creative community?

**Entrepreneurial:** Panhandling is an entrepreneurial effort - people are picking strategic locations, they are marketing and advertising with their signs, they are their own boss. How might we harness people's natural entrepreneurial spirits to help them build small businesses?

**Social Connections:** People value the ability to hang out with friends and talk to strangers when they are panhandling. Having social connections makes work and passing time throughout the day more enjoyable. How might we provide people with healthy social connections through employment opportunities?

**Building Networks:** People identify the importance of having a network they can turn to for everyday needs, including job opportunities. How might we help people build up their extended networks?

**Volunteering/Helping Others:** People feel a sense of pride, purpose, and joy when they are able to give back and help others. Sometimes volunteering can also feel more approachable and is more easily accessible than formal employment. Volunteering is also a good way to build skills and experience. How might we create more opportunities for people to give back? How might we build up people's skills through low-pressure, low-barrier volunteer opportunities?

**Living Wage:** People need to be making living wage, not minimum wage. Making minimum wage is not helping to make a difference in people's situations, it is just keeping people in survival mode.

### **Needs During Work**

**Safety and Security:** People need to know their belongings and campsites are safe while they are away working during the day. People also rely on each other to stay safe. If one person is off to work, the other person becomes more vulnerable. How might we ensure safety and security for workers and their communities?

**Trust:** People have a hard time trusting others, especially since many have been taken advantage of in the past or had people fail them. Trust can be about safety: if a program is providing transportation, are people going to feel comfortable getting into a van with strangers? Trust can also extend to trustworthiness: how do people know that this program is going to be around tomorrow and the next day? How might we build and maintain trust with participants?

**Transportation:** Bus passes are hard to come by. Bus routes are limited and it can take a long time to get to your destination. Buses do not run all the time. Even if someone has a job, transportation can be a barrier. How might we address transportation barriers?

**Reliable Housing:** It is a challenge to maintain a job without a house. At the most basic level, housing provides the ability to get a good night's sleep and a space to secure your belongings. It also provides someone the ability to shower and be clean and fresh when they show up at work. How might we provide these benefits of housing to participants and connect them to housing opportunities?

**IDs and Paperwork:** Challenges with documentation can prevent someone from having the necessary paperwork required to legally work. How might we help people get and maintain their identifications.



*Data and Insights from 120 interviews with people experiencing homelessness and service providers and tested with the Homelessness Advisory Council of Austin*

### Connecting People to the Right Opportunities

**Education:** People's levels of education range from college graduates to dropping out of school at young age. How might we match people with jobs are appropriate for different levels and further educational aspirations?

**Data:**

- When **Ethan** was in high school football, got led into drugs by bad crowd and dropped out of high school, "Who needs 12th grade?"
- **Jaime** went to Rocky Mountain College of Arts and Design. He says he could have stayed on as a facility member, but he wanted show his art to the world and moved to New York.
- **Barry** says that his barriers to employment are "lack of training...no college"
- **Rodney** failed 8th grade 3 times so he quit school.
- **Colin's** favorite thing about Austin is the University of Texas, "This is home to my alma mater, UT...My favorite professors, my writing mentors, are here in Austin."
- **Lewis** went to UT and went on to become a City of Austin council aid.
- "I have a bachelors, but need a masters for psychology." **Tilly** wants to go back to get her masters degree.
- "I want to go to school and get my GED and got go college to be a doctor." -**Andrea**
- **Jay's** goal is to start in January at Austin Community College, and he wants to study Poli Sci to become "A politician...want to president."
- **Roberto** wants for the future are to go back to school, probably for the arts.

**Skills:** People have a variety of skills and past work experiences. How might we match people with jobs that leverage a diversity of skills and talents?

**Data:**

- **Roberto** used to do hard work as an electrician. Now he's an apprentice at Three Brother's Welding.
- **JT** views himself as a "Jack of all trades, master of none."
- "I don't have much of a resume but I have more skills than more people. But I've forgotten more skills than most people. There's a 20 year gap. That's working odd jobs." -**Matthew**
- **Alice** drove a truck for ten years.
- **Charles** used to be a licensed plumber.
- **Rufus** was a telecommunications engineer for 30 years.
- **Lewis** went to UT and went on to become a City of Austin council aid.
- **Jorge** has a certification to install lines for Google Fiber.
- **Allie** "had a lot of really good jobs" before her abusive relationship. She did data entry at real estate company and at Microsoft.
- **Oren** worked as an events employee for the convention center.
- **Jamie** works at a upscale restaurant in Austin.
- "I want a career...I was sure by now I would achieve that." -**Tilly**

**Health:** Pre-existing physical and mental health conditions can make it challenging to work. How might we match people with jobs that are appropriate for their health?

**Data:**

- **Andres** can't work and got taken off his job because his feet got swollen.
- **Max** worked drywall and electric at The Fairmont. Had a heart attack in the building...Has congestive heart failure and can't lift more than 10 pounds.
- **Emmanuel** did day labor building construction two years ago but has since stopped because of a past injury.
- **Damien** can't work anymore because of his rheumatoid arthritis. "My body broke down."
- "I was working solid up until January" then **Jacob's** diabetic feet nerve prevented him from continuing his job.
- **Julio** used to work construction before he had his heart attack.

**Leveraging people's networks:** People are finding jobs through their personal networks, including Facebook. How might we leverage people's networks to find opportunities that would otherwise be missed?

Data:

- **Terrance** mainly does landscaping and construction. He goes on the internet to find jobs and has independent bosses who call him.
- **Ashley** found a job in Austin through a friend. She got a job through a Facebook friend at a call center.
- **Daniel's** previous boss gave him a good reference. This this helped him get a job at Savers despite his long criminal history.
- **Jaime** is currently applying for artist in residency grants, and he said he is on everybody's lists from his connections to the art community.
- **Veronica** previously got a job at Subway because she "knew people and had worked there before."

**Criminal Background and Substance Use Barriers:** Some people experiencing homelessness have substance use disorders or criminal history. How might we create job opportunities that do not exclude people with these barriers? How might we pair employment opportunities with substance treatment programs to help people tackle two related problems at once?

Data:

- **Daniel** never engaged in services because he always "[got] lost in drinking."
- "Panhandlers, I give them money sometimes. I know it's to drink." -**Daniel**
- "Out there flying trying to make some money...to support my habit...my habit is alcohol." -**Jesus**
- "Can't get a job with my background...didn't want to hire because of background" -**Veronica**
- "I have a bad record and need someone to advocate for me [for a job]" -**Jared**
- "Now I have a felony arrest on record... feels like it will be a big barrier to getting vet tech jobs in the future because you have to handle drugs and money." -**Lonnie**

**Mindset and Mental Barriers:** Many people have blocks they must face when looking for or going to work and the jobs that people have must not trigger past traumas. How might we help people to stay motivated and have confidence during the job hunt when it feels like all the cards are stacked against them?

Data:

- **Andrea** worked at Labor Ready off Breaker picking trash off the highway. On first and third Thursdays, she knew she would come close to losing her job because those are the days they would be asked to clean up under the bridges (throw away homeless people's belongings). "It (throwing away homeless people's stuff) was against my morals because my mom was homeless." She would give people trash bags so they could save their stuff. "Saw people keeping stuff (from encampments they had cleaned). I couldn't work there anymore."
- **Josh** was finally maintaining his sobriety and he barely had place to stay when he started working as a dorm monitor at Salvation Army. People knew him from when he stayed there previously and it was awkward for him to tell people what to do. "Walked down that scary alley [the ARCH/Salvation Army alley]... not ready for it [the job]... started drifting." One day he didn't show up and was fired.
- "I want to feel employable...I haven't worked in six years. My last job was a stripper." - **Lonnie**
- "It breaks me every time. I don't even want to apply" (when she keeps getting rejections due to her criminal background) - **Veronica**
- "Be able to gain enough confidence, where I'm able to live independently...gain a career, gain a respect for myself that I lost" -**Allie**

### Unintended Consequences

**Income Catch-22: Not Enough, But Too Much.** The low wage of most day labor jobs do not pay enough to make a difference in someone's condition of homelessness, yet gaining some level of income that could disqualify you for some key services. This is especially critical with day labor jobs do not provide medical or other benefits, so people are dependent on service programs to meet daily needs. How might we ensure that additional income from a job does not jeopardize other services or benefits?

Data:

- "It's a lose-lose situation" (working while trying to receive services) -**Lawrence**
- "I make more money living in the streets in Austin (working at upscale restaurants) than I would working at fast food restaurants in Round Rock." -**Jaime**
- There was big turnover at Subway when she was making \$8.00 hour. "It was not worth it. I have my son to go to and I don't get out until 10:00 or 11:00. My son wants to see me." -**Veronica**
- **Jaime** applied for MAP when he had a full time job but his income was too high even though he gives his income to his Mom.
- **Danielle** has to fly a sign to make up the difference between social security benefits and rent.
- "Market rent - client skill level is such that he gets a \$9-10/hour job, good luck finding an apartment to meet criteria that you make 2-3x rent to afford without a co-signer. Even cheaper apartments are rising in price. Years ago we could find \$400-500 for one bedroom or efficiency. Now average price \$700-800 not including utilities - income needs to be \$1400-2100." - **Laney**

**Money Management:** When you're living on the streets, you can get preyed on or use that income to feed other problems like substance use issues. How might we ensure that additional income becomes an asset?

**Data:**

- "People with more money have more problems... There's a lot of pressure on people with money." - **Angela**
- "Friends use my money." They take his money to buy drinks or drugs.-**Lance**
- One service provider witnessed a woman with mental health challenges being assisted and wheeled around in her wheelchair by a man outside of the ARCH. The service provider overheard the man saying to his friend that she is getting 6 months worth of SSI soon. He is planning on taking advantage of her money once it comes in.
- "I provide intensive case management... [for people] who have a host of physical, mental issues...[One client is] paranoid about people stealing her money and taking her things away. [It] is a real experience for her. She is so sick, so vulnerable. People know where she is, [they] get her PIN number...By first, second of the month everything is gone... She has a hard time trusting, and I can see why." - **Rosa**

### Ideal Job Qualities

**Creative:** People have a lot of creative talent that the typical day labor market doesn't account for or know how to incorporate. Artistic creations can also be a form of therapy and self-care. How might we empower people to use their creative talents to earn an income and participate in Austin's creative community?

**Data:**

- "Always doing a lot of things...Photoshoot...music...it's all about exposure"-**Marvin**
- **Josh** grew up in Fort Worth and came to Austin at 17 to play music.
- "I want to be the best artist on the planet...I want to be known as a muralist." - **Lewis**
- **Barry** wants to do music and go to school, identifying as a "soul searcher."

**Entrepreneurial:** Panhandling is an entrepreneurial effort - people are picking strategic locations, they are marketing and advertising with their signs, they are their own boss. How might we harness people's natural entrepreneurial spirits to help them build small businesses?

**Data:**

- **Becky** washes car windows instead of flying signs: "More money faster. Half the work in half the time...people will pay me to not wash...here baby, just take it."
- **Steve** sells art on Facebook under a female profile, "Wanted to see if I could sell more art as a female and I totally can."
- **Max** goes business to business on Burnet and ask if they need any work done. He offer to clean outside, windows, and bathrooms. He get a lot a yeses.
- **Travis** wants to start his own food truck or barber shop.
- **Lawrence** has entrepreneur dreams: open beauty shops, chain of detail shops, restaurants.
- **Ethan** used to sell art on the drag, but didn't have a certificate to sell. Doesn't do art any more because he needs supplies.



**Social Connections:** People value the ability to hang out with friends and talk to strangers when they are panhandling. Having social connections makes work and passing time throughout the day more enjoyable. How might we provide people with healthy social connections through employment opportunities?

Data:

- "9 times out 10, if you get a laugh, they'll give you a dollar or two." -Lawrence
- "Little girl gave me a dollar from her little pink purse." Mom of girl said, "If you don't take it, she'll be upset" -JT

**Building networks:** People identify the importance of having a network they can turn to for everyday needs, including job opportunities. How might we help people build up their extended networks?

Data:

- Jerold used Facebook to connect with a stranger to get his last job framing houses.
- Veronica said that it's important to know people who can help get a job.
- Tina got pregnancy clothing and other baby supplies by posting on Austin Pregnancy Resource Center's Facebook page.

**Volunteering/Helping others:** People feel a sense of pride, purpose, and joy when they are able to give back and help others. Sometimes volunteering can also feel more approachable and is more easily accessible than formal employment. Volunteering is also a good way to build skills and experience. How might we create more opportunities for people to give back? How might we build up people's skills through low-pressure, low-barrier volunteer opportunities?

Data:

- Danielle enjoys "being able to help people."
- "I love helping others. Do it all the time. Make them feel better. Give them outlook that you don't have to worry. It'll be alright." -Traci
- "That's very important I want to go back to Alameda House meetings. Helping at AA meetings...Enjoy giving and helping with people so he can be part of a team" -Daniel
- "Want my life to consist of helping others" -Barry
- "I wouldn't be able to handle money or a job... I will continue to help others." -Angela
- James appreciates that the ARCH's creates opportunities for people to give back. He works at the kitchen at the ARCH.
- Josh started to help at Sunrise and it became part of his regular routine. Helped put out coffee, chairs, unloading, clean up, etc. "Something to do with my time...Sitting idle...stew in issues...find drugs."
- David liked volunteering more than work because of less competition.

**Living Wage:** People need to be making living wage, not minimum wage. Making minimum wage is not helping to make a difference in people's situations, it is just keeping people in survival mode.

Data:

- Ethan Doesn't won't work at the Pay Center anymore because he believes he wasn't getting paid enough for the intense labor he was doing.
- "[Labor Ready is] not bad if you don't mind starting at minimum wage." -Kasey
- There was big turnover at Subway when she was making \$8.00 hour. "It was not worth it. I have my son to go to and I don't get out until 10:00 or 11:00. My son wants to see me." -Veronica
- "I make more money living in the streets in Austin (working at upscale restaurants) than I would working at fast food restaurants in Round Rock." -Jaime

### Needs During Work

**Safety and Security:** People need to know their belongings and campsites are safe while they are away working during the day. People also rely on each other to stay safe. If one person is off to work, the other person becomes more vulnerable. How might we ensure safety and security for workers and their communities?

Data:

- **Alice** doesn't want to take them on job interviews but "when we look for work they throw our stuff out."
- **Marshall** hides his things near job interview and hopes that his stuff isn't stolen, "Tent, sleeping bag, winter provision, my life would be gone."
- "I stick with [my boyfriend], if I can. Whenever he's not working [to stay safe on the streets]." **Angela** stays by her male friends or at the ARCH by the Resources desk when her boyfriend is working.

**Trust:** People have a hard time trusting others, especially since many have been taken advantage of in the past or had people fail them. Trust can be about safety: if a program is providing transportation, are people going to feel comfortable getting into a van with strangers? Trust can also extend to trustworthiness: how do people know that this program is going to be around tomorrow and the next day? How might we build and maintain trust with participants?

**Data:**

- **Max** said to his partner **Alice**, "The one thing that chaffes me about you is that you're to open and trusting. We're not there yet."
- "I don't trust anybody. Everybody sets you up to fail" - **Jared**
- "I don't trust you, you could be manipulating me" - **Rodney** says to researcher
- "I always try to help others until I think they're trying to take advantage of me, then I cut them off. They're trying to pull wool over my eyes." - **Matthew**
- "I think that most people don't have [trust in others] that are on the streets...The fact that I have people I can trust, I consider myself lucky" - **Steve**

**Transportation:** Bus passes are hard to come by. Bus routes are limited and it can take a long time to get to your destination. Buses do not run all the time. Even if someone has a job, transportation can be a barrier. How might we address transportation barriers?

**Data:**

- "Spend 5 hours a day traveling to work for an 8 hour job" - **Daniel**
- **Jaime** had a full time job at Five Guys as a night manager on Guadalupe. He would close so late that he would miss the last bus and would walk 17 miles to Pflugerville where his mom and stepfather were living.
- **Marshall** carpooled with his roommate to work. When roommate lost his job, he didn't have a way to get to work so he lost his job as well.
- **James** gets off at 5:00 PM and has to carpool in order to get back, arriving at ARCH at 9:00 PM.
- **Mark** got offered a job in Austin with the contingency of having a car, but he doesn't have one and wasn't able to accept the position,.

**Reliable Housing:** It is a challenge to maintain a job without a house. At the most basic level, housing provides the ability to get a good night's sleep and a space to secure your belongings. It also provides someone the ability to shower and be clean and fresh when they show up at work. How might we provide these benefits of housing to participants and connect them to housing opportunities?

**Data:**

- "A good job will help me a long way. But it's hard to keep a good job. Need a place to stay. Hard to hold a full-time job while living off the streets" -**Matthew**
- "It is difficult if you have trouble showering and a place to store stuff...Difficulty to sleep, rest, get nourishment, have to have a phone. You can't get and keep a job." -**James**
- "I call it in, [when I] don't have time to go take shower [in between different jobs]." **Lawrence** won't go to his next job if he can't get to shower in between jobs.
- "I refuse to work homeless. You need to shower, washing clothing." - **Oren**
- "hard to find a job when you need an address and a phone number" - **Lonnie**

**IDs and Paperwork:** Challenges with documentation can prevent someone from having the necessary paperwork required to legally work. How might we help people get and maintain their identifications.

**Data:**

- Ryan can't a job because he doesn't have documentation and he has to go to go back to Houston for IDs: *"I have no income...I don't have 3 forms of identification"*
- "Never had an ID, documents, birth certificate. Lost those documents in foster care." -Angela
- Jacob doesn't have ID, so he can't even get a library card.

	City	Launch Year	Income Generated	Device	PR Campaign	Dependent on Partner Involvement	Donations will Fund	Support & Criticism	Does it create effective and positive interactions with people experiencing homelessness	Costs
<b>PR Campaign</b>										
<a href="http://city.milwaukee.gov/CommonCouncil/Initiatives/Keep-the-Change.htm# WqL9Ha6nGig">http://city.milwaukee.gov/CommonCouncil/Initiatives/Keep-the-Change.htm# WqL9Ha6nGig</a>  Keep the change-Milwaukee, WI - It is a public awareness campaign. The city website directs a potential donor to 18 organizations rather than giving to a person on the street. It provides "10 ways to help individuals" poster:  <a href="http://city.milwaukee.gov/ImageLibrary/Groups/ccCouncil/Initiatives/Images/Keep-the-Change/PDFs/KTC1lier10Ways.pdf">http://city.milwaukee.gov/ImageLibrary/Groups/ccCouncil/Initiatives/Images/Keep-the-Change/PDFs/KTC1lier10Ways.pdf</a>	Milwaukee	2016	None	Website TV, radio, community meetings Metal signs posted around the city PDF Poster for individuals to print and post in their businesses Informational cards created for citizens to give to panhandlers	Yes	No	Donors directed to give to local nonprofits, shelters or food pantries	3-1-1 was overwhelmed with calls and had to fund additional capacity	Printed materials encourage public to smile, direct the homeless to local providers, and to call or text 3-1-1 for resources. It also instructs to donate, volunteer, start a community service project, become informed and advocate	1. Website \$5,000 2. PR Campaign 4 months \$24,000 3. Video \$5,000 4. 4 Aluminum sign 24"x24" \$320 Total: \$34,320



	City	Launch Year	Income Generated	Device	PR Campaign	Dependent on Partner Involvement	Donations will Fund	Support & Criticism	Does it create effective and positive interactions with people experiencing homelessness	Costs
Text to Give										
<a href="http://www.philadelphiaofficeofhomeless-text-to-give/">http://www.philadelphiaofficeofhomeless-text-to-give/</a> - "Make Your Change Count" Individual can donate \$5 through texting that goes to the City's homeless funding.  Once Fundraising goal is reached they will put out a RFP asking local homelessness organizations to tackle panhandling	Philadelphia	2017	Fundraising goal is \$25,000, and will be matched by Office of Homeless Services	Smart Phone	Yes Office of the Homeless website Text to Give on Twitter	No	The Mayor's Fund to End Homelessness	No interaction		1. Text Platform (\$60/Month) \$720/YR  2. 1,500 Transactions (@\$.30/each) = \$450/YR  Total: \$1,170/YR
	Oklahoma City	2017	UNK	Smart Phone	Yes Website Social media campaign Sent out solicitation with utility bill	No	Will be used to support the key mission of the communities 29 United Way agencies. They are not all involved in homeless service delivery.	Community upset because wants more transparency with how their donations are spent and did not like being told how to give.		1. Text Platform (\$60/Month) \$720/YR  2. 1,500 Transactions (@\$.30/each) = \$450/YR  Total: \$1,170/YR

	City	Launch Year	Income Generated	Device	PR Campaign	Dependent on Partner Involvement	Donations will Fund	Support & Criticism	Does it create effective and positive interactions with people experiencing homelessness	Costs
<b>Text to Give</b>										
<a href="https://www.salem.com/mayors-office/pages/change-it">https://www.salem.com/mayors-office/pages/change-it</a> Donors can text SALEM to 50555 to make a donation of \$5, with the dual goal of raising donations for the new programs and, most importantly, decreasing the amount raised by panhandling, which often goes to feed addictions or other unhealthy behavior.	Salem	2017	\$85.00 earned during October - January 2017	Smart Phone	Yes Announcement covered by news sources "Change It" signage will be installed around downtown and in parking garages	Yes Incentive to texting: \$5.00 or more receives a discount to local stores be used within 24 hours of the donation	Will be used to fund outreach, police patrols, additional supportive services, and a new focus on the concept of housing first		No interaction	1. Text Platform (\$60/Month) \$720/YR 2. 1500 Transactions (@\$.30/each) \$450/YR Total: \$1,170/YR
<b>Purposity App</b>										
<a href="https://www.purposity.com/">https://www.purposity.com/</a> Donor receives a text once a week with a link to a need in your area. By clicking on the link one can read the individual story of someone in need with the price of the item needs. Once purchase now is clicked one is taken to Amazon where they put the item in their basket and check out using the Wish List address. Needs are generally from school social workers, case managers, and other vetted organizations. There is a submission and approval process to assure all needs meet their strict criteria and come from trusted sources.	Atlanta conceived Denver launched	2017	Over 900 students helped in Atlanta through one school as of 2/13/2018 Within a day of going live in Chattanooga 40 students' needs were met	Smart Phone	Website	Yes The clients and their stories are entered by local nonprofits	No money provided; donors purchase and deliver through Amazon.		No interaction	1. App and access \$0.00 (no cost) 2. Informational interview call in process of being scheduled to obtain more information. Total: Free / Unknown



Parking Meters										
	City	Launch Year	Income Generated	Device	PR Campaign	Dependent on Partner Involvement	Donations will Fund	Support & Criticism	Does it create effective and positive interactions with people experiencing homelessness	Costs
Parking Meters around the city are painted and used to gather profits for designated nonprofit or program	Pasadena, CA	2014	\$270 in first 3 weeks	Orange Meters	UNK	No	UNK	CEO Central Florida Commission on Homelessness" Anything other than a housing solution for the chronic homeless is a recipe for disaster"	No interaction	1. 20 Parking Meters donated by IPS 2. Collection and Maintenance \$5,000/YR 3. Sponsorship Development .25 FTE = \$10,000 4. Optional City match \$5,000 5. Meter Placement @ Airport ? Total: \$20,000 + Airport costs
Parking Meters around the city are painted and used to gather profits for designated nonprofit or program	Orlando	2011	\$2,027 in 3 years	15 Brightly Colored Meters	UNK	No	UNK		No interaction	Same as Above

	City	Launch Year	Income Generated	Device	PR Campaign	Dependent on Partner Involvement	Donations will Fund	Support & Criticism	Does it create effective and positive interactions with people experiencing homelessness	Costs
Parking Meters around the city are painted and used to gather profits for designated nonprofit or program	Denver	2007	\$3,000-6,500 each year	85 Blue/Red Parking Meters	"Public awareness is key" Text to Give Parking meters Website Announcement with news coverage campaign posters Electronic billboards Flyers Advertisements Light pole banners	No	UNK	People want to know what their money is being spent on. Saying a \$5.00 donation will buy X meals etc. was not sufficient for the community.  Downtown Denver Partnerships links meters to reduction in panhandling	No Interaction	Same as Above
Parking Meters around the city are painted and used to gather profits for designated nonprofit or program	Athens GA	2003	\$400 every 6 months	Red Parking Meters	UNK	No	UNK		No Interaction	Same as Above
Parking Meters around the city are painted and used to gather profits for designated nonprofit or program	San Diego	2011	\$10,000 in four years	Red Parking Meters	Website Announcement covered by local news	No	Hygiene kits, family reunification, move-in kits		No interaction	Same as Above



	City	Launch Year	Income Generated	Device	PR Campaign	Dependent on Partner Involvement	Donations will Fund	Support & Criticism	Does it create effective and positive interactions with people experiencing homelessness	Costs
Parking Meters around the city are painted and used to gather profits for designated nonprofit or program	LA	2018	\$21,000 from annual sponsorships Plus Donations from the public	Orange Meters	Website Announcement covered by local news	No	Homeless outreach		No interaction	Same as Above
Parking Meters around the city are painted and used to gather profits for designated nonprofit or program	Milwaukee	2018	UNK	Gold Key Parking Meters	Website Announcement covered by local news Movie <a href="http://www.30secondsaway.com/get-involved">http://www.30secondsaway.com/get-involved</a>	No	Outreach, Housing First Endowment Fund, Move-in kits		No interaction	Same as Above



We Count									
City	Launch Year	Income Generated	Device	PR Campaign	Dependent on Partner Involvement	Donations will Fund	Support & Criticism	Does it create effective and positive interactions with people experiencing homelessness	Costs
<a href="http://www.wecount.org/Account/Login">http://www.wecount.org/Account/Login</a> Online platform. A confirmed form of contact (email/text) is needed to either seek help or donate. People can request or offer items from several categories. Those looking to donate items can offer and view requests from their neighbors. Once transaction has been scheduled they provide information about a safe and secure drop-off site.	2011	UNK	Email or Text	Pathways Home Website State of Emergency declared Movie Outreach videos showing their teams in action	Yes 10 Locations for pick up and drop off Partners	Donated items from clients' wish lists		Yes, if they meet at drop off	1. App \$48,000 2. Receptacles at five locations \$1,250 Total: \$49,250 (initial costs / potentially one-time)



	City	Launch Year	Income Generated	Device	PR Campaign	Dependent on Partner Involvement	Donations will Fund	Support & Criticism	Does it create effective and positive interactions with people experiencing homelessness?	Costs
Helping Heart contactless payment jacket										
<a href="https://www.nis5.nl/cases/helping-heart">https://www.nis5.nl/cases/helping-heart</a> A warm weather coat contains a card reader and LCD screen with instructions. The wearer of the coat can redeem any donations through participating homeless shelter/organization.  1. Provide a way for people to give directly to a homeless person in safe and secure way  2. Strengthen the jacket wearer's links to established support  3. Empower users to get back on their feet  4. Create an empathetic connection between those wearing the jacket and other members of the public	Amsterdam	2018	UNK	Jacket  LED technology  App	UNK	Yes	Donations can be redeemed at an official shelter for a place to shower, sleep, eat, or be saved	Yes Creates an immediate and personal exchange  The Device sends a "Thank You" from the person you donate to immediately on their phone  A "Thank You" is also posted on their credit card statement	1. 1,500 Transactions (@\$.30/each) \$450/YR  2. 10 Jackets \$300  3. LED Technology  4. App \$48,000  Total: \$48,750	